

# Volkswagen Financial Services

**Warranty Activation**

# Agenda

- 
- Access the VWFS Warranty Portal
  - Information needed to activate a warranty
  - Which products can be activated via this portal?
  - Activation of a warranty
  - Issue of documents to your customer
  - FAQ's
  - Contact details for the Warranty Team

Login



# Access the VWFS Warranty Portal



VOLKSWAGEN FINANCIAL SERVICES  
Version: 14.31.0

English

Enter your login

Enter your password

[FORGOT PASSWORD ?](#) **Log in**

Return to Home

Audi	0345 222 4520
Volkswagen	0345 222 4531
SKODA	0345 222 4532
SEAT	0345 222 4533
VWCV	0345 222 4534
CLIPRA	0345 222 4520

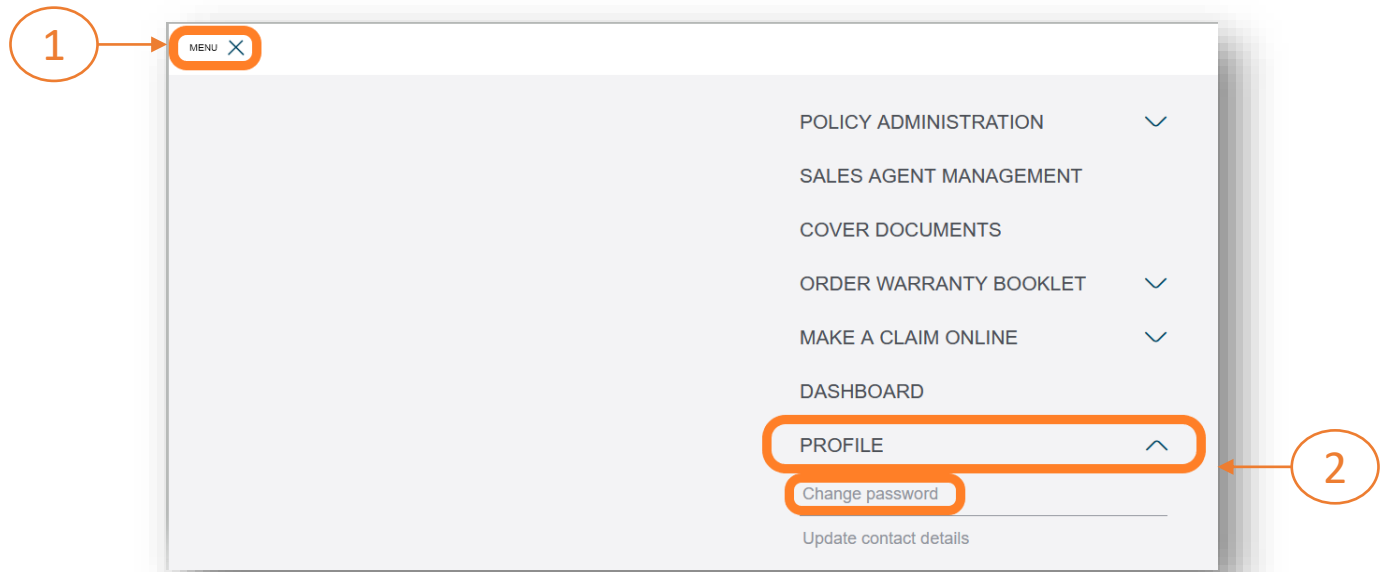
Lines are open Monday to Friday 8 am to 5 pm

Data protection information

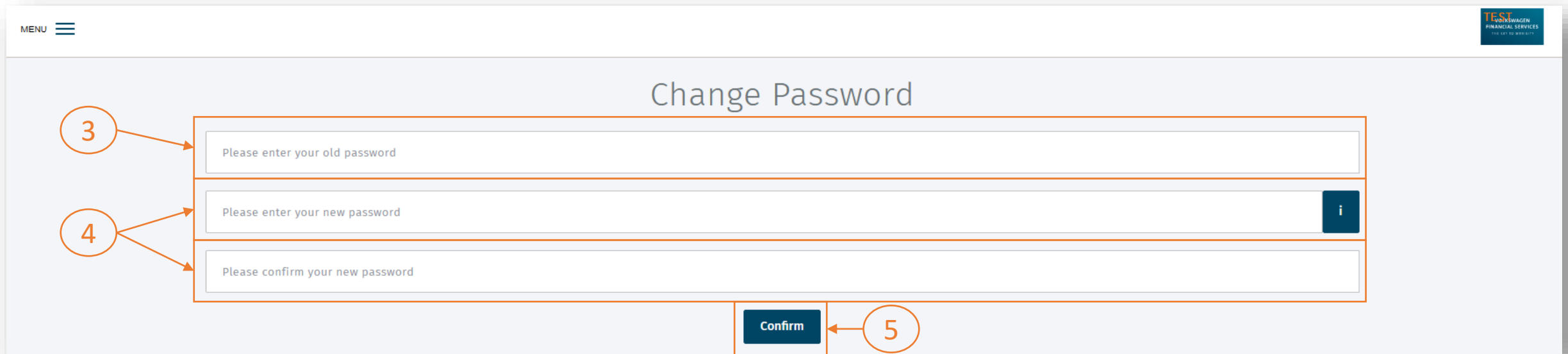
- To access the Volkswagen Financial Services Warranty System, visit **[www.vwfsARRANTYSYSTEM.CO.UK](http://www.vwfsARRANTYSYSTEM.CO.UK)**.
- Enter your user credentials
- Ensure the language is set to English, it should do this a default.

# Access the VWFS Warranty Portal

## Change your password



Enter the password sent to you in your welcome email, then enter a new memorable password. Press **“Confirm”** to continue.



Warranty Activation



# Which products can be activated via this portal?



## Approved Used Warranty

AUDI  
SKODA  
SEAT  
Volkswagen Passenger Cars  
Volkswagen Commercial Vehicles  
CUPRA



## MOT Standalone Protection

AUDI  
Volkswagen Passenger Cars  
Volkswagen Commercial Vehicles



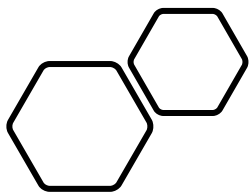
## Key Protection

AUDI  
CUPRA



## Priority Purchase Warranty

AUDI



Full vehicle information



Date of vehicle handover



The level of cover you wish to provide



Full customer details

What do you need?



## Warranty Activation Vehicle Search

Begin by entering the vehicle's registration number into the search field.

### Vehicle details



Search by registration number

Enter the vehicle details manually

 GB Registration Number

Find vehicle


 GB Registration Number


Find vehicle

Then, press "Find Vehicle".

## Warranty Activation Vehicle Search

The vehicle search results will be displayed  
Now, complete any missing information.

Brand <b>CUPRA</b>	Model <b>FORMENTOR</b>	Version <b>TSI V1 DSG</b>	Engine type <b>PETROL</b>	Category <b>CARS (exc. Off-Road)</b>	Engine capacity (CC) <b>1498</b>
Power (KW) <b>0</b>	1st registration date <b>16/06/2021</b>	Registration Number <b>PJ21KHL</b>	VIN <b>VSSZZZKMZMR012738</b>	Gross Weight (kg) <b>1980</b>	Drive Type <b>4X2</b>
 Collection date	Current mileage		Registration Number* <b>PJ21KHL</b>		
Vehicle use	<b>PRIVATE</b>	BUSINESS			

Brand <b>CUPRA</b>	Model <b>FORMENTOR</b>	Version <b>TSI V1 DSG</b>	Engine type <b>PETROL</b>	Category <b>CARS (exc. Off-Road)</b>	Engine capacity (CC) <b>1498</b>
Power (KW) <b>0</b>	1st registration date <b>16/06/2021</b>	Registration Number <b>PJ21KHL</b>	VIN <b>VSSZZZKMZMR012738</b>	Gross Weight (kg) <b>1980</b>	Drive Type <b>4X2</b>
 Collection date <b>09/11/2023</b>	Current mileage <b>21151</b>		Registration Number* <b>PJ21KHL</b>		
Vehicle use	<b>PRIVATE</b>	BUSINESS			

When all fields are filled, press “**Next**” to continue.

[Reset](#)

[Save the vehicle](#)

**Next**

## Warranty Activation Product Selection

A list of available products will now be displayed.

The screenshot shows a web interface for product selection. At the top, there is a header with the text "Product selection" overlaid on a background image of a car's interior. Below the header, the text "Your search results" is displayed with a magnifying glass icon to its right. A "Previous" button is located in the top right corner. The main content area is divided into a left sidebar and a main product list. The sidebar contains three sections: "PROGRAMS" with two checked options, "MODE OF PAYMENT" with one unchecked option, and "DURATION (MONTHS)" with one unchecked option. The main product list shows two items. The first item is "12 months Approved Used Warranty - All component Cover" with a price of £79.83 and a "Select" button. The second item is "VWG 2-3 years<=48,000m-17 months - CUPRA AU 2023" with a price of £120.09 and a "Select" button. An orange arrow points to the "Select" button for the second item.

**Product selection**

Your search results

← Previous

FILTRES : 2 / 2 PRODUCTS SHOWN

SORT BY Name Price

**PROGRAMS**

- SEAT Approved Used
- CUPRA Approved Used

**MODE OF PAYMENT**

- Invoice

**DURATION (MONTHS)**

- 5

**12 months Approved Used Warranty - All component Cover**

SEAT APPROVED USED

Price **£79.83** [Select](#) >

**VWG 2-3 years<=48,000m-17 months - CUPRA AU 2023**

CUPRA APPROVED USED

Price **£120.09** [Select](#) >

To select the product you wish to activate, press “**Select**”.

## Warranty Activation Product Details

The details of the product are now displayed for reference. You will see the start and end date of cover.

### Product details

**Product** VWG 2-3 years<=48,000m-17 months - CUPRA AU 2023 [← Previous](#)

Mode of payment **INVOICE** Duration (Months) **17**

Options

**MOT**

**KEY COVER**

	Start date	End date	Price exc. VAT	Price Inc. VAT
VWG 2-3 years<=48,000m-17 months - CUPRA AU 2023	16/06/2024	08/11/2025	£100.08	£120.09
MOT 24 months	09/11/2023	08/11/2025	Included	
Key cover 24 months	09/11/2023	08/11/2025	Included	

Price exc. VAT **£100.08** Price inc. VAT **£120.09**

If cover is a top-up, the start date will be in the future.

# Warranty Activation Customer Details

### Customer details

<input type="text" value="Mr"/>	<input type="text" value="730 Birchwood Boulevard"/>
<input type="text" value="Test"/>	<input type="text" value="Address line 2"/>
<input type="text" value="Test"/>	<input type="text" value="Address line 3&lt;br/&gt;Birchwood"/>
<input type="text" value="test@opteven.com"/>	<input type="text" value="Town&lt;br/&gt;Warrington"/>
<input type="text" value=""/>	<input type="text" value="Post Code&lt;br/&gt;WA3 7QY"/>

[Return to address lookup](#)

Enter all the customer details into the fields provided. Fields marked with a red \*, must be completed.

Note Approved Used Warranty should only be activated for residents of the UK. (England, Scotland, Wales, NI, Channel Islands, Ilse of Man. Standalone MOT Protection should not be applied to residents of the Channel Islands or The Ilse Of Man.

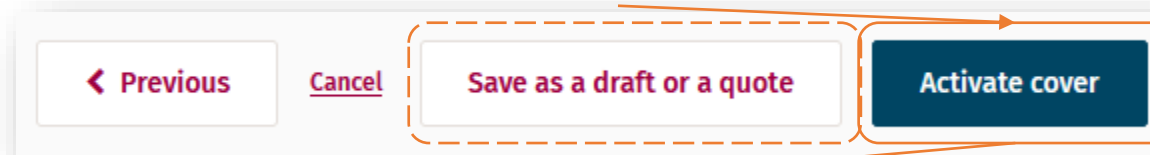
### Customer details

<input type="text" value="Title"/>	<input type="text" value="House name/number"/>
<input type="text" value="First name"/>	<input type="text" value="Post Code"/>
<input type="text" value="Full name"/>	<input type="text" value="United Kingdom"/>
<input type="text" value="Email address"/>	<input type="button" value="Find address"/>
<input type="text" value="Phone number"/>	

[Enter address manually](#)

## Warranty Activation Activate

Press “**Activate cover**”, to complete the warranty action.



**Your policy has been activated**  
for this vehicle ABC123

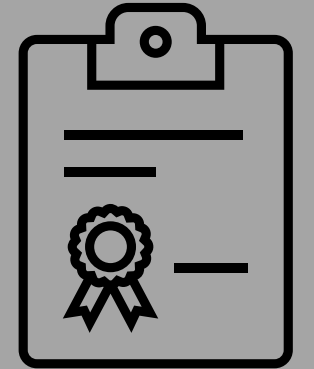
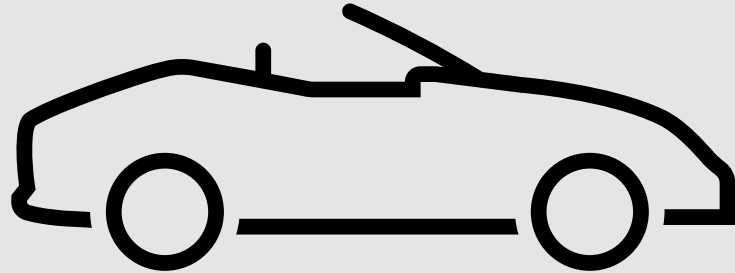
Print the Cover Booklet | **Print the Confirmation of Cover** | Upload document

Warranty Confirmation <b>693000994</b>	Customer details <b>Mr test test</b>	Registration Number <b>ABC123</b>	Brand <b>CUPRA Leon First Edition DSG</b>
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Price exc. VAT **£233.84** Price inc. VAT **£280.61**

Now, press “**Print the confirmation of Cover**”, provide a PDF copy to the customer.

# Warranty Activation – Complete



# Frequently Asked Questions:



**Q** - Can I active a policy in advance of, or post a vehicle hand over?

**A** – Yes, you can activate a policy and pre-date of back-date by up to eight days. If you need to go further contact the warranty team for advice.

**Q** – If a vehicle hand over date changes, can I edit the policy to mirror the new date?

**A** – Unfortunately, you cannot edit the policy yourself, however the warranty team will be happy make changes for you.

**Q** – How to I request amendment or correction to a policy and what do I need?

**A** – Simply send an email to the warranty team and request amendment or correction. Ensure you include the warranty policy number, vehicle registration and customer's name. Be clear and concise with your request. Ensure all amendments are noted.

**Q** – How to I cancel a policy?

**A** – If you would like to cancel a policy, simply contact the warranty team by email and request policy cancellation. Ensure you include: The warranty policy number, vehicle registration number and customer's name.

**Q** – When will I be invoiced for policies activated?

**A** – You will be invoiced at the beginning of each calendar month.

**Q** – Is there a limit on how many policies I can activate?

**A** – There is no limit on the number of policies you can activate,

**Q** – Why does the cover offered by the Warranty system vary from vehicle to vehicle?

**A** – The cover offered is based upon the specific vehicle and so cover will vary. If you are sure, simply contact the warranty team for advice.



# Frequently Asked Questions:



**Q** – Why does the cover offered by the Warranty system vary from vehicle to vehicle?

**A** – The cover offered is based upon the specific vehicle and so cover will vary. If you are sure, simply contact the warranty team for advice.

**Q** – If I make a mistake with the beneficiary information, what is the risk?

**A** – If you make a mistake with the beneficiary information you must notify the warranty team and request correction straight away. Any errors could lead to documents being incorrectly issued to the wrong person which is a breach of GDPR guidelines. For example, an incorrectly entered email address could lead to automated electronic documents being sent to the email address on file, thus sharing both the beneficiary and vehicle information with the recipient of the email.

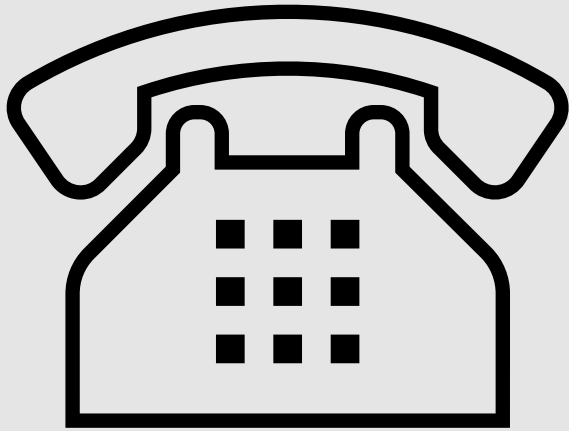
**Q** – If an amendment is urgent, can we call you instead?

**A** – All amendment requests must be submitted by email. However, under some circumstances you are welcome to follow up with a phone call. For example, where an error is noted during vehicle hand over, we are happy to make changes to prevent the customer from waiting.

# Contact Information.

## Approved Used Warranty Team

Lines our open Monday to Friday between 8am & 5pm.



<b>Audi</b>	<b>0345 222 4530</b>
<b>Volkswagen</b>	<b>0345 222 4531</b>
<b>Skoda</b>	<b>0345 222 4532</b>
<b>SEAT</b>	<b>0345 222 4533</b>
<b>VWCV</b>	<b>0345 222 4534</b>
<b>CUPRA</b>	<b>0345 222 4529</b>



[Technical@vwfs-audiwarranty.co.uk](mailto:Technical@vwfs-audiwarranty.co.uk)  
[Technical@vwfs-volkswagenwarranty.co.uk](mailto:Technical@vwfs-volkswagenwarranty.co.uk)  
[Technical@vwfs-skodawarranty.co.uk](mailto:Technical@vwfs-skodawarranty.co.uk)  
[Technical@vwfs-seatwarranty.co.uk](mailto:Technical@vwfs-seatwarranty.co.uk)  
[Technical@vwfs-vwcvwarranty.co.uk](mailto:Technical@vwfs-vwcvwarranty.co.uk)  
[Technical@vwfs-cuprawarranty.co.uk](mailto:Technical@vwfs-cuprawarranty.co.uk)

### Retailer Support:

- Policy & Claim Assistance: [Technical@vwfs-audiwarranty.co.uk](mailto:Technical@vwfs-audiwarranty.co.uk)
- [Technical@vwfs-volkswagenwarranty.co.uk](mailto:Technical@vwfs-volkswagenwarranty.co.uk)
- [Technical@vwfs-skodawarranty.co.uk](mailto:Technical@vwfs-skodawarranty.co.uk)
- [Technical@vwfs-seatwarranty.co.uk](mailto:Technical@vwfs-seatwarranty.co.uk)
- [Technical@vwfs-vwcvwarranty.co.uk](mailto:Technical@vwfs-vwcvwarranty.co.uk)
- [Technical@vwfs-cuprawarranty.co.uk](mailto:Technical@vwfs-cuprawarranty.co.uk)

### Accounts:

- [accounts@vwfs-audiwarranty.co.uk](mailto:accounts@vwfs-audiwarranty.co.uk)
- [accounts@vwfs-volkswagenwarranty.co.uk](mailto:accounts@vwfs-volkswagenwarranty.co.uk)
- [accounts@vwfs-skodawarranty.co.uk](mailto:accounts@vwfs-skodawarranty.co.uk)
- [accounts@vwfs-seatwarranty.co.uk](mailto:accounts@vwfs-seatwarranty.co.uk)
- [accounts@vwfs-vwcvwarranty.co.uk](mailto:accounts@vwfs-vwcvwarranty.co.uk)
- [accounts@vwfs-cuprawarranty.co.uk](mailto:accounts@vwfs-cuprawarranty.co.uk)